

METHOD, APPARATUS AND COMPUTER PROGRAM PRODUCT FOR
INTERACTIVE PHONE CALL ROUTING IN A SERVICE PROVIDER NETWORK
AND INFORMATION PROCESSING IN AN ENTERPRISE NETWORK

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ABSTRACT

A phone call is routed in a telephone service provider network in interaction with information processing in an enterprise network includes receiving a call by a telephone service provider network ("TSPN") from a caller. The call is directed to a callee associated with an enterprise and processed by the TSPN. A call notification is sent to a telecommunication
10 application server ("TAS") of the enterprise that is not within the TSPN. The call notification is sent and the TSPN's processing of the call is delayed before the call is completed in order to permit an enterprise application of the TAS to begin processing for the call. The processing of the call is resumed responsive to notification from the TAS. The call notification may include first information for which the enterprise application finds associated second information, so that
15 the callee receives the second information more nearly in concurrence with receiving the call.